

Christopher Nixon

User Experience Researcher

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I am a User Experience Researcher trained in both anthropological research methods as well as design. I have over five years of experience with conducting various types of user experience research, from generative ethnographies and interviews to evaluative usability studies, for companies including Indeed, Expedia, and Workday. My unique background at the intersection of research and design enables me to translate research findings into design guidelines quickly and effectively.

Industry Experience

User Experience Researcher

Indeed

San Francisco, California • 2018 - present (10 months)

- Lead embedded UX research for the Homepage and Messages teams
- Planned, organized, and facilitated design sprints and other workshops to quickly ideate and iterate on new product ideas
- Conducted generative participatory design studies with both job seekers and employers to inform the product design of a new messaging product

User Experience Designer & Researcher

Expedia

Seattle, Washington • 2015 - 2018 (3.5 years)

- Served as the sole UX representative on an interdisciplinary innovation team reporting directly to the president of Expedia
- Provided research support, as well as interaction and visual design execution for the Activities product, collaborating with other researchers, designers, content strategists, developers, and product managers
- Informed a redesign of the information architecture of Expedia's search results page and infosite for the Activities line of business through ethnographic research
- Conducted a diary study on in-trip activity planning and shopping using dScout
- Conducted evaluative usability studies on paper prototypes, inversion prototypes, and other design concepts
- Planned and facilitated multiple Google Design Sprints, on the topics of in-trip planning, SEM landing pages, and activity matching
- Shipped infosite, landing page, and real time reviews redesigns in the past year, along with countless smaller multivariate tests

Received the Horizon Award in 2018 for high performance and long-term potential

Education

MS, Library & Information Science

University of Illinois at Urbana-Champaign

Graduated May 2015

- Focused on human-centered research and design, graduated with faculty nominated award
- Created and conducted research on large multi-user interface prototypes for creative collaboration

BA, Sociocultural and Linguistic Anthropology

University of Illinois at Urbana-Champaign

Graduated May 2013

- Graduated with an honors bachelor's thesis and departmental honors

Skills

Research

Qualitative anthropological research methods, including ethnography, interviews, surveys, and contextual inquiry, usability studies, Kano, participatory design, diary studies, heuristic evaluation, competitive audits

Design

Experience with Google Design Sprint methodology, accessible design, Sketch, Adobe Creative Suite, InVision

Web Development and Programming

HTML, CSS, Javascript, MySQL, neo4j, RESTful APIs, JSON, Python, Arduino

Graduate Student Researcher, Wearable Devices

John Deere

Champaign, Illinois • 2015 (3 months)

- Designed and led a series of exploratory participatory design workshops on wearable technologies seeking to discover the contexts in which they could be useful while developing novel use cases
- Research methodologies included diary study, focus group, survey, as well as interactive design jams

Research Assistant, Transforming Taxonomic

Interfaces Project

University of Illinois at Urbana-Champaign

Champaign, Illinois • 2014 - 2015 (10 months)

- Planned and conducted ethnographic research to study how biological taxonomists work in order to design, prototype, and test new taxonomic tools and interfaces
- Visited taxonomic research labs in the US and Canada to conduct ethnographic studies, including a week-long intensive ethnography at the Canadian National Collection of Insects
- Learned how to conduct taxonomic research as part of participatory research Presented my research at the School of Information Sciences Masters Research Showcase

User Experience Research Intern

Workday

Pleasanton, California • 2014 (4 months)

- Redesigned the mobile navigation user experience of the Workday iOS app through an iterative design process including competitive analysis and design teardowns, user research, and usability testing
- Conducted evaluative usability study comparing two proposed navigation concepts for the Workday mobile app
- Created a new concept for Workday Student product through a multi-week design thinking process